

history theatre

Volunteer Ushering

Overview

As a volunteer usher your primary responsibility is for the safety and comfort of the History Theatre's patrons.

All Volunteer Ushers Must

- Work with the House Manager and Front of House staff to greet patrons and show them to their seats.
- Assist with any issues that come up during the course of a performance such as seating concerns, falls or other medical events, or conditions which require evacuation.
- Assist persons who may have special needs, i.e. wheelchair access, frail persons, and children. Report safety concerns to the House Manager, and Volunteer Coordinator.
- Graciously respond to patron requests, i.e. provide directions, restrooms, and parking facilities.
- Be willing to make a commitment to work five shows per season to the best of your ability.
- Be comfortable dealing with large groups and individuals with different needs.
- Be comfortable in an environment that might require flexibility and adaptability.
- Be able to climb stairs and stand for up to an hour at a time.
- Be trained prior to ushering to learn policies and practices and to become familiar with History Theatre. Further, all ushers must attend a bi-annual training to be updated on History Theatre procedures and to further growth as a volunteer.

Appearance and Conduct

All ushers must adhere to the Usher uniform. The uniform provides a visual signal to patrons that those wearing the uniform are ushers ready to be of assistance. If an usher does not come in uniform they will not be allowed to usher.

Volunteers should arrive wearing:

- Black or white shirt/blouse or sweater
- Black pants (no Jeans)/skirt
- Black shoes (no athletic shoes please)

History Theatre will provide:

- Black usher Vests
- Volunteer/usher name tags
- Optional flashlights

Skirts should be no shorter than just above the knee.

If you want to wear a sweater over your shirt/blouse, that must also be black or white.

Please no chewing gum.



Volunteer Ushering Roles

Ticket Verifier

Ticket Verifiers are positioned in the lobby next to the main entrance doors to the theatre and standing on the tile flooring. Ticket Verifiers must stay near the doors; never retreating into the inner lobby of the theatre. They greet and welcome the patrons to the theatre as well as handle any questions such as where restrooms are located, and any specific questions about the performance, duration, and if there is an intermission...etc. The Ticket Verifier then checks the patron's ticket to ensure that the ticket has the correct time and date. If a patron has a ticket to a different show, the Ticket Verifier directs the patron to the Box Office where a Box Office Associate will attempt to rectify the situation. The Ticket Verifier then directs the patron into the correct door of the theatre, such as "enter through the door on your left and an usher will bring you to your seats." The Ticket Verifier returns to the door during intermission to enforce History Theatre's policies not allowing food in the theatre as well as to answer any further questions.



Seat Escorts

The Seat Escorts' primary responsibility is to seat patrons both on the main level as well as in the balcony. History Theatre's balcony is accessed by 15 stairs; there is no elevator access to the balcony. Seat Escorts greet the patron and walk the patron to their seat. Once arriving at the seats, distribute the programs to the patrons. If there appears to be a double seating issue double check the time and date on the ticket as well as the seats. If the tickets appear to be the same; take one ticket from each party and have the standing party go either to the back of the house and stand aside in the inner lobby, or to the front of the house near the stage. Keep the aisles clear to allow other patrons to continue to be seated. Bring the tickets to the House Manager and quickly convey what has been done and where the issue is occurring. During the intermission Seat Escort ushers are usually free to roam and use the restroom; however, sometimes shows require ushers to stand in specific locations for the safety of our patrons and the set; if this is required the House Manager will let the Volunteers know at the beginning of the shift.



Hearing Enhancement

The Hearing Enhancement table is set up in the lobby across from the Box Office and will have a sign, pen, sign-out sheet, headphones, and hearing enhancement devices. The volunteer who works this table is responsible for taking down the full name of the patron and corresponding it with a hearing enhancement device. This service is provided free of charge but to ensure safe return an identification card is kept until the device is returned. During intermission the Hearing Enhancement Volunteer returns to the table and assists anyone either returning or asking to try the devices.

*All volunteer ushers must be able to fill at least two of these roles. Occasionally additional roles are added, these will be assigned by the House manager on the night of a show.